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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application No.	09/782,616
				Filing Date	February 12, 2001
				First Named Inventor	Mark C. Pace et al.
				Art Unit	3713
				Examiner Name	Scott E. Jones
Sheet	1	of	1	Attorney Docket Number	19538-05563

U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. <sup>1</sup>	Document No. Number - Kind Code <sup>2</sup> (if known)	Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
SEJ	A8	US-5,611,730	03-18-1997	Weiss
SEJ	A9	US-5,844,808	12-01-1998	Konsomo et al.
SEJ	A10	US-5,006,983	04-09-1991	Wayne et al.
		US-		

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> - Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	T <sup>6</sup>
SEJ	B5	WO 00/41104	07-13-2000	Gaon, Yair	

OTHER REFERENCES - NON-PATENT LITERATURE DOCUMENTS				
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>6</sup>	
SEJ	C2	European Search Report/EP 01 30 9350.		
SEJ	C3	GARWOOD G.J. et al., "Work Management System," British Telecommunications Engineering, London, GB, Vol. 10, No. 3, October 1, 1991, p. 204-210.		
SEJ	C4	LESAINT D., et al., "Dynamic Workforce Scheduling For British Telecommunications PLC," Interfaces, Institute of Management Sciences, Providence, US, Vol. 30, No. 1 January 2000, p. 45-56.		

Examiner Signature	<i>Scott E. Jones</i>	Date Considered	8-16-04
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609.

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19538/05563/SF/5115517.1